



OFFICE OF  
**INSPECTOR  
GENERAL**  
UNITED STATES POSTAL SERVICE

# HIGHLIGHTS

May 25, 2012

## Survey of Postmasters' Paperwork and Reporting Requirements

Report Number DR-MA-12-001

### **IMPACT ON:**

Delivery and Post Office™ Operations

### **WHY THE OIG DID THE AUDIT:**

There are approximately 22,000 postmasters managing over 200,000 carriers in locations nationwide. Our objective was to evaluate the reporting requirements of postmasters who manage daily operations.

### **WHAT THE OIG FOUND:**

Overall, postmasters' survey responses indicated reporting requirements were appropriate. Sixty-eight percent of postmasters surveyed indicated the report quantities were sufficient and postmasters were generally satisfied with the report data reliability, quality, and usefulness; and time was sufficient to prepare and review reports. However, 32 percent indicated some reports were excessive and contained redundant information. Some postmasters also stated that they never used certain reports and indicated that headquarters, area, and district officials required them to prepare additional reports with information already contained in the daily reports. Excessive reporting requirements reduce the time available to manage daily operations, such as time that could be spent interacting with carriers and identifying opportunities to improve customer service.

### **WHAT THE OIG RECOMMENDED:**

The U.S. Postal Service Office of Inspector General (OIG) recommended the vice president, Delivery and Post Office Operations, evaluate postmaster required reports to assess duplication and determine whether reports can be combined or modified as necessary to enhance office operations. We also recommended the vice president review and reduce additional reporting requirements at post offices.

### **WHAT MANAGEMENT SAID:**

Management stated they agreed with the concept, however, they implemented actions when the reporting problem surfaced by issuing a directive to field managers to eliminate manual reports and checklists where data was already available. Management also stated they will continue to assess area and district officials' additional reporting requirements to reduce duplicative requests.

### **AUDITORS' COMMENTS:**

The OIG considers management's comments responsive to the recommendations and corrective actions should resolve the issues in the report.